

**Case: 2015-12-63043 - EP Call Center**

**Stores (CVS)**

**Pharmacy Regulatory Issues : Corresponding Responsibility : Suspicious Activity : Prescriber**

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**Case Snapshot**

**Opened:** 12/21/2015 12:58 PM

**Days open:** 22

**Last modified:** 01/12/2016 2:00 PM

**Date closed:** 01/12/2016

**Intake method:** EP Call Center

**Status:** Closed

**Alert:** Green

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**General Case Info**

**Case number:**

2015-12-63043

**Received/Reported date:**

12/21/2015

**Language:**

English

**Assigned tier:**

Stores (CVS)

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**Issue**

**Primary issue:**

Pharmacy Regulatory Issues : Corresponding Responsibility : Suspicious Activity : Prescriber

**Summary:**

Anonymous Reporter is concerned with a suspicious prescriber.

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**Case Details** Show Original Case Details

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**Reported tier information**

**Case type:**

Allegation/Issue

**Intake method:**

EP Call Center

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**Location**

**Organization/Building name:**

CVS

**Location/Address:**

Store - 3304 - OH - WARREN - 3304

3933 Parkman Road NW

**City:**

WARREN

**State/province:**

OH

**ZIP/postal code:**

44481

PLAINTIFFS TRIAL  
EXHIBIT

**P-08480\_00001**

**Country:**

United States

**Department/Store:**

3304

**Function/Type:**

Store

**Area:**

3

**Region:**

33

**District:**

7

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**Reporter contact information**

**Reporter anonymous:**

Yes

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**Case Information**

**What is your relationship to CVS Caremark?**

Current/Active employee

**Please identify the person(s) engaged in this behavior:**

Frank Veres - Physician

**Do you suspect or know that a supervisor or management is involved?**

Do Not Know / Do Not Wish To Disclose

**Is management aware of this problem?**

Yes

**What is the general nature of this matter?**

Prescription Fraud

**Where did this incident or violation occur?**

City wide.

**Please provide the specific or approximate time this incident occurred:**

12/21/15

**How long do you think this problem has been going on?**

Once

**How did you become aware of this violation?**

I observed it

**Please describe the behavior that occurred:**

Prescription fraud

**Are there any other witnesses?**

No

**Details:**

The caller is reporting potential prescription fraud by Dr. Frank Veres who is an area doctor who writes medication prescriptions with higher dosages.

This CVS location discovered the situation today. Dr. Veres has been asked to provide proper documentation and he has refused to do so.

Dr. Frank Veres  
4687 Mahoning Ave. NW  
Warren, OH 44483

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**Legacy information**

## Follow-ups

### Reporter Additional Information

There are no additional notes for this incident.

### Questions/Comments and Reporter Responses

#### 12/23/2015 7:40 AM - Zapata, Brenda (Deactivated)

**Comment:** Please note that this Ethics Line case is under investigation. Feel free to check back periodically for updates.

#### 01/12/2016 2:00 PM - Zapata, Brenda (Deactivated)

**Comment:** Thank you for contacting the Ethics Line with your concerns regarding a suspicious prescriber at store 3304. Be assured that the matters in this report have been brought to the attention of management with need to know and that where necessary appropriate actions have been taken. This investigation is now closed.

## Assignments & Access

**Case assignee(s):** Zapata, Brenda (Deactivated)

**Restricted access:** None

**Case access list:** .Baldino (Nader), Karen; .Barnes, Brandon; .Beck, Ryan; .Best, Michelle; .Brown, Shannon (Deactivated); .Cuomo, Thomas J; .Davis, Monika; .Domenick, Lisa; .Flynn, Elizabeth K; .Gillett, Faye; .Gulas, Giovanna; .Gunderman, Ashtyn; .Howe, John; .Mandro, Carole; .Miner, Michael; .Nimrod, Sarah; .Radke, Ranae; .Sossin, Gregory S; Amato, Joseph M; Brown, Linze; Burton, Chris; CASE, \*\*ESCALATED; Ciaciak, Michael; Falkowski, David; Farnham, John; Giannini, Lee; Hayes, Ken; Hoague, Michael; Imhoff, Daniel; Investigative Services, Compliance; Kinchla, Brendan; Pawlik, Tom; Thompson, Scott J; Tremblay, Lindsey H; Villaverde, Jaime S

## Participants

Name	Job Title	Relationship	Role	Results	Notes
Frank Veres - MD	None	Prescriber	Implicated Person	None	
Brian Boyle	None	Pharmacy Supervisor	Investigator	None	
Robert Watson	None	District Sales Manager	Notified Party	None	
Nicole Harrington	None	Pharmacy, Professional Practice	Notified Party	None	
Thomas Davis	None	Pharmacy, Professional Practice	Notified Party	None	
Ronald Wos	None	Loss Prevention	Notified Party	None	
Joseph Grimes	None	Pharmacy Operations	Notified Party	None	

## Attachments

None

## Synopsis

### Outcome of case

#### Primary outcome:

Escalated to Pharmacy Supervisor

#### Secondary outcome 1:

No Result

#### Secondary outcome 2:

No Result

#### Action taken:

PharmacySup investigated & took appropriate action

### Additional details

**Case Status:**

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- 1/12/2016 1:56 PM - Zapata, Brenda

Email response from Brian Boyle (Rx Supv) - He provided the prescriber specifics (name/address/phone/NPI/DEA). He reviewed the guidelines with Rachel Joseph (PM) on 12/30/15 and with Michael Cramer (Pharmacist) on 12/24/15. They reviewed the policy with the pharmacy staff and are aware that the Pharmacist must communicate all refusals. When they are presented with a prescription from this doctor they will continue to document the diagnosis and code on the hard copy of the prescription and make any judgments regarding whether or not to fill.

Comments posted for Reporter. Case Closed. Case unable to verify.

- 12/30/2015 11:29 AM - Zapata, Brenda

Sent follow up to Brian Boyle (Rx Supv).

- 12/23/2015 7:53 AM - Zapata, Brenda

Sent to Brian Boyle (Rx Supv) with a copy to Robert Watson (DSM), Nicci Harrington, Tom Davis, Ron Wos (LP), and Joey Grimes.

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**Investigator**

**Investigator First Name:**

Brian

**Investigator Last Name:**

Boyle

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**General**

**Did reporter request to retract case?**

No

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**Case Management**

**Result of Investigation:**

Unable to Verify

**Outcome Summary:**

Rx Supv educated staff on dispensing guidelines and instructed staff to include the Pharmacist for any refusals. Prescriptions for this doctor need to have the diagnosis and code on the hard copy.

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**Compliance Considerations**

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**Billing Considerations**

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**Synopsis Notes**

**Synopsis notes:**

From: Zapata, Brenda J.

Sent: Tuesday, January 12, 2016 3:59 PM

To: Boyle, Brian K.

Cc: Harrington, Nicole J.; Wos, Ronald M.; Davis, Thomas G.; Grimes, Joseph

Subject: RE: Ethics Line Case # 2015-12-63043, Store # 3304

Thanks, we will close out the Ethics Line Case.

Thanks,

Brenda Zapata, MBA, PHR | Sr. Consultant, Compliance/Integrity, CVS Health  
p 847-559-4970 | f 480-314-6472

CVS Health | 2211 Sanders Road, Northbrook, IL 60062

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From: Boyle, Brian K.

Sent: Monday, January 11, 2016 12:26 PM

To: Zapata, Brenda J.

Cc: Harrington, Nicole J.; Wos, Ronald M.; Davis, Thomas G.; Grimes, Joseph

<https://cvs.ethicspointvp.com/case.aspx?command=submit&fromOptionsPage=yes&caseid=106901&release=Beta&viewAll=True&displaymode=print...>

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4/6



Subject: RE: Ethics Line Case # 2015-12-63043, Store # 3304

Brenda,

The doctor that is involved is:

Dr Frank Veres  
4687 Mahoning Ave  
Warren, OH 44483  
Phone: 330-847-7778  
NPI: 1154351757  
DEA: AV2944519

I reviewed the guidelines with the Pharmacy Manager (Rachel Joseph) on 12/30/15 and with the staff pharmacist (Michael Cramer) on 12/24/15. They have reviewed the policy with the pharmacy staff and they are aware that the pharmacist is the person whom all refusal to fills must come from. Any time they are presented with a prescription from this doctor, they call the doctor to document the diagnosis and code on the hardcopy of the prescription and make any judgments regarding whether to fill or not at that time.

Brian Boyle | CVS Health | District 33-7 Pharmacy Supervisor | Cell 724-584-8978 | E-mail: Brian.Boyle@cvscaremark.com | Fax 401-262-4212

From: Zapata, Brenda J.

Sent: Wednesday, December 30, 2015 1:29 PM

To: Boyle, Brian K.

Cc: Watson, Robert; Harrington, Nicole J.; Wos, Ronald M.; Davis, Thomas G.; Grimes, Joseph

Subject: RE: Ethics Line Case # 2015-12-63043, Store # 3304

This is an investigation update request for Case # 2015-12-63043.

As indicated in the original email notification, a summary with your findings and resolutions was requested within 5 business days.

Please review your notes and respond with your findings and resolution within the next 5 business days.

Your prompt response is appreciated.

Thanks,

Brenda Zapata, MBA, PHR | Sr. Consultant, Compliance/Integrity, CVS Health  
p 847-559-4970 | f 480-314-6472

CVS Health | 2211 Sanders Road, Northbrook, IL 60062

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From: Zapata, Brenda J.

Sent: Wednesday, December 23, 2015 9:58 AM

To: Boyle, Brian K.

Cc: Watson, Robert; Harrington, Nicole J.; Wos, Ronald M.; Davis, Thomas G.; Grimes, Joseph

Subject: Ethics Line Case # 2015-12-63043, Store # 3304

Brian,

Attached is a new report that came into the Ethics Line. The reporter has notified the Ethics Line of potential issues associated with a prescriber.

Please remind the store that a pharmacist should always exercise their professional judgment with each and every prescription they fill, particularly with controlled substances. That means that they should and have the right to refuse to fill any prescription that they suspect or believe is not being used for a legitimate medical purpose. Please note that the store team should not wait for a response back from corporate office to change the dispensing habits for this prescriber, if they believe such actions are appropriate. If they are not comfortable filling a prescription, they should not.

Please review and respond within five (5) business days.

Note that the reporter's notification has been escalated to the appropriate levels of management internally. Due to your direct responsibility for the oversight of the pharmacy operations of this district, we request that you work with your pharmacy staff at this store to ensure that they are following proper protocol in the handling of prescriptions.

To that end, please review and respond to the following:

- (1) Please provide the full name, address, NPI, and DEA number of the prescriber(s) in question.
- (2) Refresh guidance with pharmacy staff regarding the Guidelines for Dispensing Controlled Substances – ROPP-0061.
- (3) Confirm the date of review and the names of the parties with whom the protocol was reviewed.
- (4) Advise if the prescriptions at issue were refused or filled. If filled, please advise whether the prescription was verified and if the suspicion was made before or after the prescription's dispensing.

Thanks,

<https://cv.ethicspointvp.com/case.aspx?command=submit&fromOptionsPage=yes&caseid=106901&release=Beta&viewAll=True&displaymode=print...> 5/6

Brenda Zapata, MBA, PHR | Sr. Consultant, Compliance/Integrity, CVS Health  
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## Tasks

Review of case (reminder, suspicious prescriber template in guide)						
Assigned To	Status	Priority	Duration	Due Date	Start Date	Completed Date
Zapata, Brenda (Deactivated)	Completed	none	none	12/23/2015	12/23/2015	12/23/2015
Issue 1						
Assigned To	Status	Priority	Duration	Due Date	Start Date	Completed Date
[none]	Completed	none	none		12/23/2015	01/12/2016
RX Supv						
Assigned To	Status	Priority	Duration	Due Date	Start Date	Completed Date
Zapata, Brenda (Deactivated)	Completed	none	none	01/11/2016	12/23/2015	01/12/2016

## Case Notes

### 01/12/2016 1:56 PM - Zapata, Brenda (Deactivated)

Email response from Brian Boyle (Rx Supv) - He provided the prescriber specifics (name/address/phone/NPI/DEA). He reviewed the guidelines with Rachel Joseph (PM) on 12/30/15 and with Michael Cramer (Pharmacist) on 12/24/15. They reviewed the policy with the pharmacy staff and are aware that the Pharmacist must communicate all refusals. When they are presented with a prescription from this doctor they will continue to document the diagnosis and code on the hard copy of the prescription and make any judgments regarding whether or not to fill.

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## Related Cases

### Cases Marked as Related to This Case

Case 2015-12-63043 has no listed relationships.

## Info Contributors

None